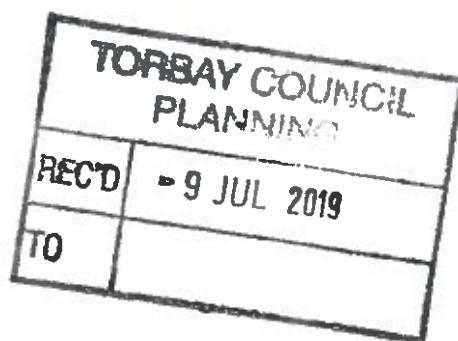




Chief Planning Officer
Torbay Council
Town Hall
Castle Circus
Torquay
TQ1 3DR



09 July 2019

TIME SENSITIVE - 90 Day Consultation period end date: 07 October 2019

Dear Chief Planning Officer,

Further to our previous letter, we are writing to you as part of a formal consultation process regarding our current programme of intended public payphone removals. This letter formally starts our consultation with you and the local community.

There are currently 16 public payphones in your area which have been identified and proposed for removal by BT under the 90-day consultation process and details of these payphones are shown below.

To ensure that the local community are fully informed, we have placed consultation notices on the relevant payphones, and a sample notice is enclosed. We have also included the date we posted these notices on the payphones. The consultation period will close on 07 October 2019. Unless you contact us to agree otherwise, responses received after this date will not be accepted.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy. It's really simple to do and it costs just £1 - <http://bt.com/adopt>

Overall use of payphones has declined by over 90 per cent in the last decade and the need to provide payphones for use in emergency situations is diminishing all the time, with at least 98 per cent of the UK having either 3G or 4G coverage. This is important because as long as there is network coverage, it's now possible to call the emergency services, even when there is no credit or no coverage from your own mobile provider.

You may also want to consider the recent Ofcom affordability report which found that most people do not view payphones as essential for most consumers in most circumstances -

http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf

On the 14th March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market, which includes a requirement for payphone provision to meet reasonable needs. Part of that statement amended our obligations with regard to the

removal of payphone service

https://www.ofcom.org.uk/data/assets/pdf_file/0021/34266/statement.pdf

As stated in Ofcom's 2005 review, it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community. They would normally expect these consultations to involve other public organisations such as the Parish or Community councils and work within the terms of the Communications Act 2003. This means that you must be able to objectively justify your decisions.

Full guidance on the removal process can be viewed at:

<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

and a summary is available at:

http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf

The guidance also details the appeals process we must follow in case of unreasonable objections.

What you need to do next

Please complete and return the attached annex with your decision on each payphone.

If the decision is that the local community wish to 'adopt', please provide their contact details and we'll do the rest.

If you wish to 'object', you'll need to complete the last column with your reasons, having reviewed all of the factors set out in Annex 1 of Ofcom's guidance (see link above), and the information sent to you in our previous letter.

If the information is incomplete for any payphone in the list, then we'll assume you have no objection to its removal and also that you do not wish to adopt it.

The best way to respond to us is by email at bt.authorisation.team@bt.com. Please retain proof that the email was sent or apply a read receipt. If you would prefer to respond by post please use the following address and allow at least two days for postal delivery:

BT Payphones
pp 4th Floor Monument TE
11 – 13 Great Tower Street
London
EC3R 5AQ

You will need to obtain proof of postage from your local post office and be aware that we are unable to receive mail that requires a signature.

If you've got any questions then please get in touch with us by emailing bt.authorisation.team@bt.com.

Yours sincerely

Rick Thompson
Payphone Planning Officer

British Telecommunications plc
Registered office:
81 Newgate Street
London EC1A 7AJ
Registered in England No 1800000
www.bt.com

Please use this annex and return in this format to ensure that the telephone number of the kiosk is clearly shown.

A separate sheet can be used for further comments if required.

If you would like an electronic copy of this letter, please e mail bt.p.authorisation.team@bt.com

Torbay (B)

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01803293644	NR LISBURNIE SQUARE PCOI BABBACOMBE ROAD TORQUAY	TQ1 2PU	96	06/07/2019		
2	01803294568	BABBACOMBE ROAD/ PCOI HIGHER ERITH ROAD WELLSWOOD TORQUAY	TQ1 2NQ	278	06/07/2019		
3	01803327068	O/S PALK ARMS PCOI TEIGNMOUTH ROAD TORQUAY	TQ1 4RS	257	06/07/2019		
4	01803327579	JCN BARTON HILL RD PCOI SALISBURY AVENUE TORQUAY	TQ2 8AT	1	06/07/2019		
5	01803328244	JCN WINDSOR ROAD PCOI KENWYN ROAD TORQUAY	TQ1 1LU	43	06/07/2019		
6	01803605195	JCN WALNUT ROAD PCOI OLD MILL ROAD TORQUAY	TQ2 6AU	55	06/07/2019		
7	01803605460	VICTORIA PARK PCOI SHERWELL VALLEY ROAD TORQUAY	TQ2 6EJ	51	06/07/2019		
8	01803613199	PCO PCOI RALEIGH AVENUE TORQUAY	TQ2 6DL	0	06/07/2019		
9	01803663065	P PCO ROSELANDS DRIVE PAIGNTON	TQ4 7EH	42	06/07/2019		
10	01803663072	PCO PCOI ELM PARK PAIGNTON	TQ3 3QH	60	06/07/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01803663073	PCO PCOI FERNICOMBE ROAD PAIGNTON	TQ3 3UP	128	06/07/2019		
12	01803663101	PCO PCOI MARLDON ROAD PAIGNTON	TQ3 3NJ	71	06/07/2019		
13	01803663876	PCO PCOI ST. MICHAELS ROAD PAIGNTON	TQ4 5LL	234	06/07/2019		
14	01803852738	PCO PCOI METHERELL AVENUE BRIXHAM	TQ5 9PZ	42	06/07/2019		
15	01803853580	PCO PCOI BOLTON STREET BRIXHAM	TQ5 9DT	112	06/07/2019		
16	01803882620	HOLWELL ROAD/ PCOI NEW ROAD BRIXHAM	TQ5 8LZ	57	06/07/2019		

Signature:

Area: Torbay (B)

Notice date:



PUBLIC NOTICE

Payphone kiosk removal

Hello.

Our information shows that this phone box has had very little use over a significant period of time.

We're therefore proposing to remove this phone box. There is a consultation period of 42 days from the above date.

Please contact your Local Authority if you have any comments.

If you'd like to know where the nearest alternative payphone is, or who your local authority is please contact us on:

0800 661 610 option 1

This number is only able to provide alternative payphone details and the name of your local authority.